

Apigee Edge Cloud Support Services

Overview: The following describes support services (“Apigee Support”) that are provided by Apigee for the Apigee Edge Cloud products (“Apigee Products”) licensed and/or purchased by Customer pursuant to an executed agreement (“Agreement”) between Customer and Apigee (or between Customer and an authorized Apigee partner), and subject to Customer being current on the payment of all fees under the Agreement. Capitalized terms not otherwise defined herein shall have the meaning set forth in the Agreement.

1. Apigee Support consists of Support services and Updates, as defined below:

Feature	Apigee Support
Scope	Apigee product-specific break/fix issues
Product and Documentation Updates	Included
Priority 1 Issues	24 x 7 x 365
Priority 2-4 issues	Standard Business Hours (Monday - Friday, 8 AM - 5 PM in Customer’s local time zone)
Method of Contact	Support Portal: Priority 1-4 Web Live Chat: Priority 2-3 community.apigee.com: Priority 3-4
Root Cause Analysis (RCA) goal for Priority 1 Incidents	Preliminary RCA in 24 hours, Final RCA in 3 business days

1.1 Scope of Support.

Break-Fix:

Apigee Support is provided for issues that are reproducible in the current, supported release(s) of the Apigee Products and for Apigee Products that are configured as specified by Apigee’s configuration guides. As described under the priority level assigned to the issue and in accordance with the terms of this document, Apigee will work to restore, resolve, and/or provide a workaround for any issue reported by Customer.

Service Requests:

Apigee Support provides service delivery fulfillment for the following configuration items:

- Additional Organization/environment provisioning
- SSL Certificate update
- Virtual Host (VHOST) update
- Support Portal account provisioning

1.2 Product, and Product Documentation.

Apigee shall provide access to updated revisions of the Documentation at <http://www.apigee.com/docs> (“Documentation”).

1.3 Hours of Operation.

Priority 1 incidents will be worked around-the-clock (24x7x365) until service is restored or the issue is downgraded as mutually agreed upon by Customer and Apigee support. Priority 2-4 issues will be actively worked Monday-Friday during standard business hours, exclusive of Apigee holidays (“Business Hours” or one “Business Day”), unless otherwise agreed to by Customer and Apigee.

Apigee holidays by support location:

North America (12)	Europe (9)	India (12)
New Year’s Day – 2 day	New Year’s Day - 2 days	New Year’s Day - 1 day
Martin Luther King Day - 1day	Good Friday - 1 day	Sankranti - 1 day
Presidents Day - 1 day	Easter Monday - 1 day	Ugadi - 1 day
Memorial Day - 1 day	Early May Bank Holiday - 1 day	Good Friday - 1 day
Independence Day - 2 days	Spring Bank Holiday - 1 day	May Day - 1 day
Labor Day - 1 day	Summer Bank Holiday - 1 day	Eid al-Fitr - 1 day
Thanksgiving - 2 days	Christmas Day – 1 day	Independence Day - 1 day
Christmas Day – 2 days	Boxing Day – 1 day	Ganesh Chaturthi - 1 day
		Mahatma Gandhi Birthday - 1 day
		Dussehra - 1 day
		Diwali - 1 day
		Christmas Day – 1 day

1.4 Method to Contact.

Named Customer Contacts (as defined below) may initiate electronic Support requests via Apigee’s support portal located at <http://apigee.com/about/support/portal> at any time (24x7x365). Also included in Apigee’s support portal capability is the option for the Customer’s Named Customer Contacts to initiate non-critical Support requests via Apigee’s “in-portal” live chat feature during the hours of 6pm Sunday through 6pm Friday (24x5 in the pacific time-zone and exclusive of any Apigee holidays). When submitting a support request, your Named Customer Contact must have a baseline understanding of the issue you are encountering and an ability to reproduce the issue in order to assist Apigee in diagnosis and triage.

2. Support Case Priority Levels, Response and Resolution Goals.

During the delivery of Support, Apigee will apply the following priority levels with the described response goals. In accordance with section 2.1, Customer assigns the initial priority level of the Support ticket and upon submission and review of the incident reported, Apigee and Customer will mutually determine the appropriate priority level based on the business impact of the issue. If Customer is unable to satisfy Customer responsibilities, Apigee may downgrade the priority level and/or Apigee’s ability to achieve service level goals will be impacted.

2.1 Case Priority Definitions and Customer responsibilities

Priority	Definition	Customer Responsibilities
Priority 1 - Critical	<p>Critical production issues severely impacting API traffic</p> <ul style="list-style-type: none"> You have had a substantial loss of service. Your business operations have been severely disrupted No workaround is available. 	<ul style="list-style-type: none"> Commit appropriate resources to be available (24x7) to provide additional info and support as required. Immediately apply any recommendations required to enable restoration of the service. Identify escalation path and contacts required for any immediate communication(s) or decision-making. Enable Apigee to use remote access as necessary or required.
Priority 2 – Major	<p>An issue that has significant user impact but API traffic is unaffected.</p> <ul style="list-style-type: none"> Operations can continue in a restricted fashion A project milestone is at risk. A temporary workaround is available. 	<ul style="list-style-type: none"> Commit appropriate resources to be available (24x5) to provide additional info and support if needed. Make reasonable efforts to apply solutions upon receipt.
Priority 3 - Minor	<p>An issue that affects non-critical product functionality but production API traffic is unaffected.</p> <ul style="list-style-type: none"> A workaround is available. 	<ul style="list-style-type: none"> Monitor and respond as necessary to resolve the issue
Priority 4 – Enhancement	<p>An enhancement request.</p>	<ul style="list-style-type: none"> Enhancement requests should be submitted to Apigee for review and will be reviewed by the Apigee product team. (Any release shall be communicated via Apigee Release notes found here: http://docs.apigee.com/release-notes/content/apigee-edge-release-process).
Service Requests	<p>Non-break-fix requests for service</p> <ul style="list-style-type: none"> Defaults to Priority 3 	<ul style="list-style-type: none"> Submit request with reasonable advanced notice based on the delivery/implementation goal Monitor and respond as necessary

2.2 Support Services and Performance Goals

Support Plans	Developer	Starter	Basic	Enterprise	Mission Critical
Initial Response Goal	P1: N/A P2: < 48 hours P3: < 72 hours	P1: < 6 hours P2: < 12 hours P3: < 48 hours	P1: < 2 hours P2: < 12 hours P3: < 48 hours	P1: < 15 mins P2: < 8 hours P3: < 24 hours	P1: < 10 mins P2: < 4 hours P3: < 24 hours
Resolution Goal	P1: N/A P2: N/A P3: N/A	P1: <= 24 hours P2: <= 5 business days P3: <= 10 business days	P1: <= 8 hours P2: <= 5 business days P3: <= 10 business days	P1: <= 1 hour P2: <= 3 business days P3: <= 10 business days	P1: <= 1 hour P2: <= 3 business days P3: <= 10 business days
Service Request Delivery Goal	<= 5 business days	<= 5 business days	<= 5 business days	<= 5 business days	<= 2 business days
Support Portal	24/7 Access System Users only	24/7 Access System Users only	24/7 Access System Users only	24/7 Access System Users only	24/7 Access System Users only
Community Support	24/7 Access	24/7 Access	24/7 Access	24/7 Access	24/7 Access
LiveChat	N/A	N/A	24/5 Access	24/5 Access	24/5 Access
Phone Support (Callback)	N/A	N/A	✓	✓	✓
Support Escalation	N/A	N/A	N/A	✓	✓
Quarterly Review	N/A	N/A	N/A	N/A	✓
Named Technical Success Partner (TSP)	N/A	N/A	N/A	N/A	✓

3. Customer Cooperation.

Apigee's obligation to provide Support is conditioned upon the following: (i) Customer making reasonable efforts to resolve the issue after communication with Apigee; (ii) Customer providing sufficient information to Apigee to diagnose and/or reproduce the issue; (iii) Customer providing access to knowledgeable Customer personnel throughout the entire course of Apigee's response to the incident; (iv); Customer's continued cooperation with Apigee until the issue is downgraded or resolved; (v) Customer engaging all relevant support

personnel (including any of Customer's applicable 3rd party vendors) for the analysis of the issue. **NOTE:** For Priority 1 incidents, Customer shall provide continuous access to appropriate Customer personnel during Apigee's response to the incident. Failure to provide this access may result in delays to the service restoration whereby Apigee shall be permitted to change the severity of the incident.

4. Named Customer Contacts.

Customer will identify up to four (4) contacts that are knowledgeable about Customer's operating environment and the operation of the Apigee Products ("Named Customer Contacts"). These Named Customer Contacts will serve as primary Support contacts between Customer and Apigee. Named Customer Contacts must have, at a minimum, initial basic product training and, as needed, supplemental training appropriate for specific role or implementation phase, migration, and /or specialized product usage.

5. Apigee Product Release Process

Apigee's release process is documented at:

<http://docs.apigee.com/release-notes/content/apigee-edge-release-process>

6. Apigee Service Notifications

Apigee will communicate Cloud Services updates or service disruptions via <https://status.apigee.com/>.

Customer can subscribe to these updates via email or SMS at <https://status.apigee.com/>.

7. Root Cause Analysis.

Turnaround goal for Preliminary Root Cause Analysis ("RCA") is 24 hours from restoration of service.

Preliminary RCA will include (i) issue description; (ii) actions taken to restore service; (iii) leading theory on root cause.

Turnaround time for Final RCA is three (3) Business Days from restoration of service. Final RCA will include (i) issue description and root cause; (ii) actions take to restore service; (iii) timeline of service disruption; (iv) actions to prevent recurrence.

Apigee will provide a RCA for Priority 1 incidents that originate from a service disruption attributable to Apigee Products. In most cases, the details in the Support ticket will serve as the RCA, but in situations where the Support ticket does not provide enough details, Customers can request a more detailed RCA report. Beyond documented resolution in the associated Support ticket, Apigee will not provide RCA reports for Priority 2-4 tickets.

8. Support Issues Not Attributable to Apigee.

Apigee shall have no obligation to provide Support to the extent any issue with the Apigee Products is due to (i) an Apigee Product that has been altered, damaged or modified by Customer or Customer's agents without the consent of Apigee; (ii) Apigee Products where Support has been discontinued; (iii) Customer's negligence, hardware malfunction, or other causes beyond the reasonable control of Apigee; (iv) Apigee Products installed in an operating environment not specified in the Documentation; (v) use of Early Access, Alpha, or Beta features in the Apigee Products, or (vi) a failure that cannot be reproduced in Apigee's environment or Customer's environment.